

**CAHPS 2001  
Consumer Assessment of Health Plans Study  
Client Satisfaction Survey of  
Adults and Children**

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**State of Colorado**

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## Overview

The Consumer Assessment of Health Plans Study (CAHPS) is a nationally recognized survey that measures client satisfaction within a given health plan and may be used to compare satisfaction across health plans. The CAHPS tool is the result of a five-year project sponsored by the Agency for Health Care Policy and Research, an agency of the U.S. Public Health Service. It was developed by a consortium including Harvard Medical School, RAND, and the Research Triangle Institute. The CAHPS instrument was revised in 1999 by the CAHPS consortium and by the National Committee for Quality Assurance (NCQA) to combine CAHPS and NCQA's Member Satisfaction Survey. The combined tool has resulted in a stronger instrument. It has also eliminated a duplication of effort since health plans no longer have to sponsor both surveys for different stakeholders.

Six major topics are covered in the CAHPS tool including:

1. Getting needed care;
2. Getting care quickly;
3. Doctor communication;
4. Courteous and helpful office staff;
5. Customer service; and
6. Advising smokers to quit.

CRS. 264-113 et sec. requires Medicaid health plans to conduct client satisfaction surveys to ascertain differences between managed care clients, fee-for-service, and primary care clients. The intent of the requirement is to obtain measurement of client satisfaction, improvement of services based upon satisfaction levels, and the provision of informed choice to clients as they move into managed care programs. The CAHPS administration and survey results provide the Department of Health Care Policy and Financing (Department) such information.

## Executive Summary

As part of a comprehensive quality assurance effort, the Department required health plans to conduct the CAHPS 2.0H survey of both adults and children. The survey of adults included Medicaid clients age 18 and over as of December 31, 2000 that had been continuously enrolled in the health plan for at least six months with only one break of up to 45 days. The survey of children included Medicaid clients age 12 and under as of December 31, 2000 that had been continuously enrolled to the same specifications. A sample of 1155 adults (or the entire eligible population, if fewer) and a sample of 1155 children were drawn for each health plan. Sampled adults received the survey. Parents or guardians of the children sampled were surveyed as to the health care provided the children.

Colorado Access (Access), Community Health Plan of the Rockies (CHPR), Kaiser Permanente (Kaiser), Rocky Mountain HMO (Rocky), and UnitedHealthcare of Colorado (United) each contracted with an NCQA approved survey vendor to administer surveys of their clients. Health Services Advisory Group, the Department's External Quality Review Organization, acted as an NCQA approved survey vendor to administer the surveys for the Primary Care Physician Program (PCPP) and for the unassigned fee-for-service (FFS) population.

Surveys were administered according to the CAHPS 2.0H protocols:

1. Pre-notification letter mailed;
2. First wave of surveys mailed;
3. Reminder card mailed;
4. Second wave of surveys mailed;
5. Reminder card mailed;
6. Telephone follow-up and surveying of non-respondents.

Since the survey vendors are independent organizations, results obtained by them are considered to be more credible than if the health plans had conducted their own surveys.

When evaluating survey results, it is important to remember that satisfaction surveys collect information related to people's experiences, opinions, and impressions. While these facets are important in health care's "big picture", individuals responding may or may not be qualified to report accurately as to the quality of care being delivered. A person may be very dissatisfied with a health plan that is providing excellent care or may be very satisfied with a health plan that is providing substandard care. Other quality assurance efforts such as Health Plan Employer Data and Information Set (HEDIS) and focused studies are being conducted to objectively evaluate the quality of care delivered Colorado Medicaid clients by health plans.

As evident in the results, each health plan has its own strengths and weaknesses. The survey results can be used to identify opportunities for improvement within each plan and

across all plans. Tables summarizing the results from both the adult and child surveys may be found at the end of this section.

### **Adult Survey**

Overall ratings of personal health care providers, specialists, health care, and the health plans were quite high. On a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible, the average rating for all respondents ranged between 8.09 and 8.50. Ratings of individual health plans on these four measures ranged from a low of 7.66 to a high of 8.74. Clearly, overall ratings were clustered closely and were quite favorable.

Similarly strong results emerged for the composite scores of getting needed care, getting care quickly, doctor communication, and office staff. Between 76.8% and 88.2% of all survey respondents returned positive answers on these measures.

Although strong results were seen on the previous measures, only 61% of all adult respondents stated that it was “not a problem” to obtain customer service from their health plan. The individual plan rates ranged from 46.0% to 67.5%. This provides a strong indication that customer service should be a target for improvement.

Advising smokers to quit was another obvious and critical area that could be improved. Only 59.4% of all adult respondents who smoke or had recently quit, stated that they had been advised by a doctor or health plan provider to quit smoking. Kaiser is a standout on this measure, with 78% having been advised to quit, followed by Access with 68.9% receiving advice to quit. Since relatively large percentages of the Medicaid population smokes, increasing the prevalence of this advice could have a major impact on both the health of clients and program costs.

Individual health plans generally clustered around the total Colorado Medicaid average, sometimes a little higher than average, sometimes a little lower than average, but almost always following the overall trend. Where the total Colorado Medicaid average was high, health plan results were high and low with low. That said, statistically significant differences frequently emerged between individual health plans and the total Colorado Medicaid average. Of the ten measures reported from the adult survey, Access’ score was above average on two measures, average on six measures and below average on two. CHPR had the most measures below average (five), four average measures, and one above average. Kaiser had six average measures and four above average measures. Rocky’s scores were average on six measures and above average on four measures. United had seven average and three below average measures. The PCPP also had nine average measures as well as one below average measure. The unassigned FFS had eight average measures and two above average.

## **Child Survey**

Results from the child survey largely reflect those of the adult survey. Where total Colorado Medicaid results were high on the adult survey, they are similarly high on the child survey. As with the adult survey, customer service ratings were low on the child survey. Since the child survey was administered with regards to children age twelve and younger, questions regarding smoking were not asked.

Overall ratings of personal health care providers, specialists, health care, and the health plans were consistently, if only slightly, higher than those found in the adult survey. On a scale of 0 to 10 with 0 being the worst possible and 10 being the best possible, the average rating for all respondents ranged between 8.31 and 8.61. Ratings of individual health plans on these four measures ranged from a low of 7.68 to a high of 8.97.

Between 81.3% and 90.9% of all survey respondents returned positive answers on the getting needed care, getting care quickly, doctor communication, and office staff measures. The total Colorado Medicaid child survey results were higher than the Colorado Medicaid adult survey results for each of these measures.

Respondents to the child survey, again, were not as pleased with their health plan's customer service. Only 64.6% of all respondents stated that it was "not a problem" to obtain customer service from their health plan. The individual plan rates ranged from 40.6% to 74.3%.

Again, statistically significant differences emerged between individual health plans and the total Colorado Medicaid average, with scores usually clustering around the total Colorado Medicaid average. Of the nine measures reported from the child survey, Access' score was average on seven measures, below average on one and above average on one. CHPR again had the most measures below average (seven) along with one average and one above average measures. Kaiser had five average measures and four above average measures. Rocky had the highest number of above average measures (five) and was average on four measures. United was average on seven measures and below average on two measures. The PCPP had one measure below and eight average measures. The unassigned FFS had three measures below average, four average measures and two above average.

**Summary of Results**  
**2001 Adult CAHPS Survey**

Measure	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Rating of Personal Doctor or Nurse Rating of personal doctor or nurse on a scale of 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible.	8.74 **	8.13 *	8.64 **	8.59 **	8.19 **	8.49 **	8.41 **	8.51 **	8.50
Rating of Specialist Most Often Seen Rating of specialist most often seen on a scale of 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible.	8.31 **	8.26 **	8.27 **	8.46 **	7.75 **	8.51 **	8.51 **	8.30 **	8.36
Rating of Health Care Rating of health care on a scale of 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible.	8.22 **	7.98 **	8.42 **	8.34 **	7.77 *	8.07 **	8.22 **	8.21 **	8.19
Rating of Health Plan Rating of health plan on a scale of 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible.	7.90 **	7.66 *	8.38 ***	8.24 **	7.87 **	8.30 **	8.08 **	8.05 **	8.09
Getting Needed Care Percent of survey respondents indicating it was "not a problem" to get the care they needed.	74.0% **	71.5% *	80.6% ***	80.8% ***	71.3% *	74.5% **	80.3% ***	76.7% **	76.8%
Getting Care Quickly Percent of survey respondents indicating they "usually" or "always" received care quickly.	71.0% *	74.9% **	78.4% **	83.7% ***	74.6% **	76.5% **	81.8% ***	77.3% **	77.8%
How Well Doctors Communicate Percent of survey respondents indicating their doctors or other health care providers "usually" or "always" communicated well with them.	88.4% ***	80.2% *	85.2% **	88.2% ***	83.8% **	86.8% **	86.9% **	85.7% **	86.0%
Courteous and Helpful Office Staff Percent of survey respondents indicating that staff in the doctor's office or clinic "usually" or "always" were helpful and treated them with courtesy and respect.	84.9% *	85.3% **	89.4% **	92.8% ***	83.3% *	87.8% **	89.2% **	88.0% **	88.2%
Customer Service Percent of survey respondents indicating that it was "not a problem" to obtain customer service from their plan.	58.5% **	67.5% ***	66.8% **	57.5% **	62.4% **	46.0% *	54.9% **	62.9% **	61.0%
Advising Smokers to Quit Percent of survey respondents who smoke or who have quit smoking in the last six months who were advised to quit smoking by a doctor or other health provider in their plan.	68.9% ***	39.0% *	78.0% ***	60.4% **	51.5% **	66.7% **	58.5% **	58.5% **	59.4%
Statistically Significant Differences									
* Indicates Plan is Below Colorado Medicaid Average									
** Indicates Plan is at Colorado Medicaid Average									
*** Indicates Plan is Above Colorado Medicaid Average									

**Summary of Results**  
**2001 Child CAHPS Survey**

Measure	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Rating of Personal Doctor or Nurse Rating of personal doctor or nurse on a scale of 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible.	8.67 **	7.68 *	8.83 ***	8.80 ***	8.52 **	8.44 **	8.72 **	8.52 **	8.53
Rating of Specialist Most Often Seen Rating of specialist most often seen on a scale of 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible.	8.97 **	7.98 *	8.87 **	8.63 **	8.97 **	8.63 **	8.60 **	8.60 **	8.61
Rating of Health Care Rating of health care on a scale of 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible.	8.55 **	8.07 *	8.60 **	8.72 **	8.45 **	8.53 **	8.55 **	8.50 **	8.51
Rating of Health Plan Rating of health plan on a scale of 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible.	8.33 **	8.01 *	8.60 ***	8.35 **	8.35 **	8.43 **	8.01 *	8.33 **	8.31
Getting Needed Care Percent of survey respondents indicating it was "not a problem" to get the care they needed.	84.3% **	80.5% *	89.5% ***	89.3% ***	81.5% **	83.7% **	80.4% *	85.5% **	84.6%
Getting Care Quickly Percent of survey respondents indicating they "usually" or "always" received care quickly.	74.3% *	78.3% *	81.8% **	85.6% ***	80.1% **	82.4% **	84.8% ***	80.5% **	81.3%
How Well Doctors Communicate Percent of survey respondents indicating their doctors or other health care providers "usually" or "always" communicated well with them.	88.1% **	87.0% *	89.9% **	93.4% ***	87.1% *	90.1% **	93.0% ***	89.5% **	90.0%
Courteous and Helpful Office Staff Percent of survey respondents indicating that staff in the doctor's office or clinic "usually" or "always" were helpful and treated them with courtesy and respect.	90.4% **	88.4% **	92.8% **	95.3% ***	87.2% *	88.5% **	91.9% **	91.3% **	90.9%
Customer Service Percent of survey respondents indicating that it was "not a problem" to obtain customer service from their plan.	71.4% ***	72.9% ***	74.3% ***	63.2% **	69.4% **	46.2% *	40.6% *	70.2% ***	64.6%

Statistically Significant Differences

- \* Indicates Plan is Below Colorado Medicaid Average
- \*\* Indicates Plan is at Colorado Medicaid Average
- \*\*\* Indicates Plan is Above Colorado Medicaid Average



## Response Rates

Adjusted response rates were generally higher for the adult survey than for the child survey, up to 12% higher for one health plan. Only United and the PCPP had higher child response rates. Response rates are adjusted to account for ineligible and unreachable clients. The adjusted response rates for the adult survey ranged from 30% to 56% with an overall adjusted response rate of 44.4%. The adjusted response rates for the child survey were much lower, between 33% and 50% with an overall adjusted response rate of 40.5%. CHPR had the highest adjusted response rates for both surveys while United had the lowest adjusted response rates for both surveys.

Several characteristics of the Medicaid population tend to result in lower response rates than are typically achieved in commercial populations. The most important is that the Medicaid population is relatively mobile. Frequent moves result in inaccurate addresses. This mobility also results in incorrect telephone numbers while lower incomes often result in disconnected numbers.

### Response Rates

Adult CAHPS Survey						
Plan	Sample Size	Total Ineligible	Sample Size minus Ineligible	Total Completes	Raw Response Rate	Adjusted Response Rate
Access	1,155	265	890	390	33.8%	43.8%
CHPR	1,050	467	583	326	31.0%	55.9%
Kaiser	1,050	111	939	418	39.8%	44.5%
Rocky	1,155	172	983	505	43.7%	51.4%
United	1,047	400	647	192	18.3%	29.7%
PCPP	1,155	349	806	336	29.1%	41.7%
FFS	1,155	408	747	317	27.4%	42.4%
Total HMO	5,457	1,415	4,042	1,831	33.6%	45.3%
Total Colorado	7,767	2,172	5,595	2,484	32.0%	44.4%

Child CAHPS Survey						
Plan	Sample Size	Total Ineligible	Sample Size minus Ineligible	Total Completes	Raw Response Rate	Adjusted Response Rate
Access	1,155	396	759	291	25.2%	38.3%
CHPR	1,050	509	541	272	25.9%	50.3%
Kaiser	1,050	128	922	302	28.8%	32.8%
Rocky	1,155	270	885	390	33.8%	44.1%
United	1,313	624	689	225	17.1%	32.7%
PCPP	1,155	425	730	346	30.0%	47.4%
FFS	1,155	633	522	218	18.9%	41.8%
Total HMO	5,723	1,927	3,796	1,480	25.9%	39.0%
Total Colorado	8,033	2,985	5,048	2,044	25.4%	40.5%

Raw response Rate = Total Completes/Sample Size

Adjusted Response Rate = Total Completes/(Sample Size-Total Ineligible)

## Demographics

Characteristics of respondents (adult survey) and the respondent's child or ward (child survey) are noted in the tables below. Differences reflect not only the characteristics of the respondents, but also the general characteristics of the health plans at large.

Demographics of Respondents 2001 Adult CAHPS Survey									
Characteristic	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Sex									
Male	29.1%	42.3%	22.8%	24.9%	7.9%	31.7%	33.3%	26.8%	28.3%
Female	70.9%	57.7%	77.2%	75.1%	92.1%	68.3%	66.7%	73.2%	71.7%
Race									
White	73.5%	77.6%	72.9%	85.4%	59.1%	83.2%	86.4%	76.1%	78.4%
Black	15.7%	15.0%	15.5%	5.8%	27.0%	4.0%	7.5%	13.8%	11.6%
Asian	3.3%	0.7%	5.8%	1.8%	4.4%	5.7%	1.4%	3.1%	3.2%
Other	7.5%	6.8%	5.8%	7.1%	9.4%	7.0%	4.7%	7.1%	6.7%
Hispanic Descent									
Hispanic or Latino	38.5%	26.4%	28.3%	25.6%	31.5%	28.5%	25.6%	29.7%	29.0%
Non-Hispanic or Latino	61.5%	73.6%	71.7%	74.4%	68.5%	71.5%	74.4%	70.3%	71.0%
Education									
Less than HS Graduate	75.5%	76.0%	65.8%	75.4%	59.0%	68.8%	73.2%	71.7%	71.5%
At Least HS Graduate	24.5%	24.0%	34.2%	24.6%	41.0%	31.3%	26.8%	28.3%	28.5%

Demographics of Respondent's Child 2001 Child CAHPS Survey									
Characteristic	Access	CHPR	Kaiser	Rocky	United	PCPP	FFS	Total HMOs	Total Colorado
Sex									
Male	50.0%	53.5%	44.8%	49.4%	52.3%	57.2%	49.3%	49.8%	51.0%
Female	50.0%	46.5%	55.2%	50.6%	47.7%	42.8%	50.7%	50.2%	49.0%
Race									
White	68.2%	64.4%	56.9%	82.4%	65.8%	77.5%	77.6%	68.4%	70.9%
Black	21.0%	26.0%	28.6%	7.9%	25.1%	10.0%	14.1%	20.8%	18.3%
Asian	1.9%	4.0%	3.4%	1.2%	3.2%	3.7%	1.6%	2.7%	2.7%
Other	8.9%	5.6%	11.1%	8.5%	5.9%	8.9%	6.8%	8.1%	8.1%
Hispanic Descent									
Hispanic or Latino	56.3%	41.4%	43.4%	39.1%	44.1%	46.6%	30.7%	44.5%	43.4%
Non-Hispanic or Latino	43.7%	58.6%	56.6%	60.9%	55.9%	53.4%	69.3%	55.5%	56.6%

## Understanding Results Tables

A table similar to the table below is provided for each survey overall measure and composite measure, both for the adult and child surveys. The components of the tables are described below.

Table Name Description of Rating Scale Included in Second Line of Title 2001 Adult or Child Survey						
Health Plan	Total Responses	Average or Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Plan A	852	81.6%	84.4%	78.8%	3	*
Plan B	921	91.7%	94.0%	89.4%	1	***
Plan C	778	86.8%	89.3%	84.3%	2	**
<b>Total Survey Average</b>	<b>2551</b>	<b>85.1%</b>	<b>82.6%</b>	<b>87.6%</b>		

**Total Responses** is the number of responses for the question or for the combined questions making up a composite.

**Average** is the arithmetical mean of the responses provided on rankings of 0 to 10.

**Percent** is the percent of respondents indicating the noted response(s) for a composite. Since the survey was of a sample of Medicaid clients, the average or percent listed is a point estimate rather than the precise or “true” average or percent.

**Lower Bound** is the lowest portion of the 95% confidence interval.

**Upper Bound** is the highest portion of the 95% confidence interval.

The lower and upper bounds correspond with the bottom and top (respectively) of the vertical bars in the confidence interval charts.

**95% Confidence Interval** is the range within which we can say with 95% certainty that the true average or percent lies.

**Rank** reflects the numeric ranking from the highest average score or percent (1) to the lowest average score or percent (7). The rank does not reflect statistically significant differences.

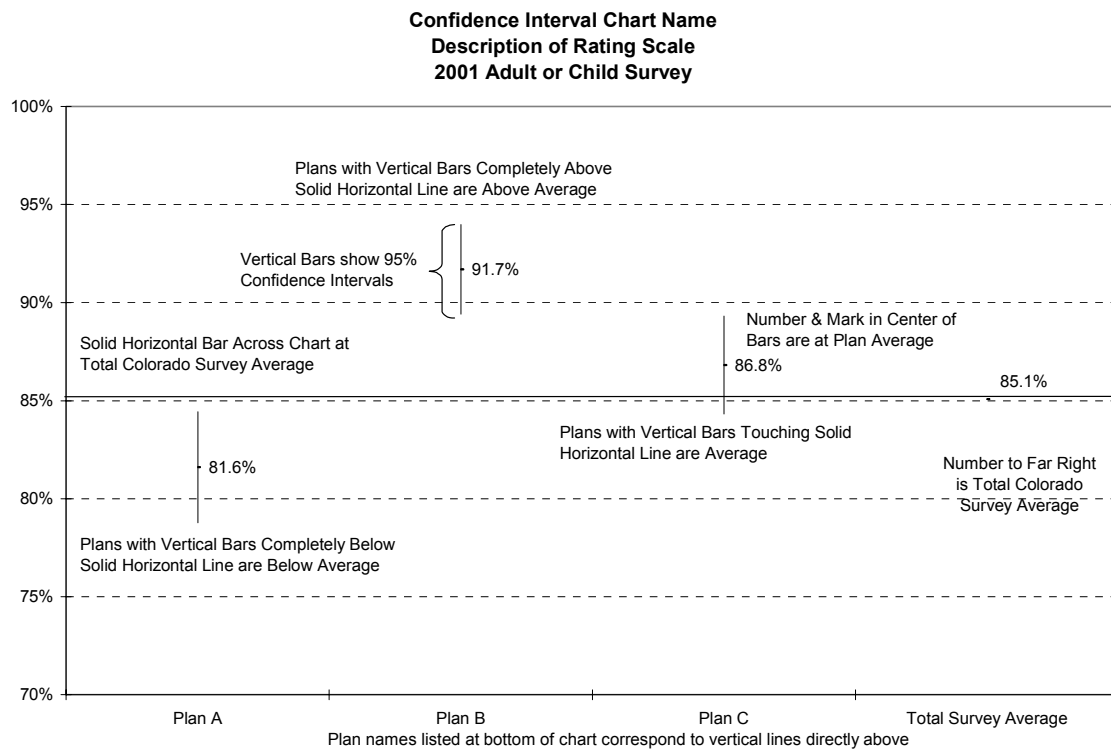
### Statistical Differences:

- \* Indicates the health plan is below the Colorado Medicaid average
- \*\* Indicates the health plan is at the Colorado Medicaid average
- \*\*\* Indicates the health plan is above the Colorado Medicaid average

## Understanding Confidence Interval Charts

A confidence interval chart similar to that below is provided for each overall measure and composite measure, both for the adult and child surveys. This chart describes the elements included in the confidence interval charts.

As noted in the preceding section, the confidence interval is the range within which we can state with 95% certainty that the true plan average or percent lies. The vertical bars vary in length due to the differing number of survey responses returned for each plan. More precise estimates may be made with larger numbers of responses, so vertical bars are shorter. Less precise estimates can be made with fewer responses, so vertical bars are longer.

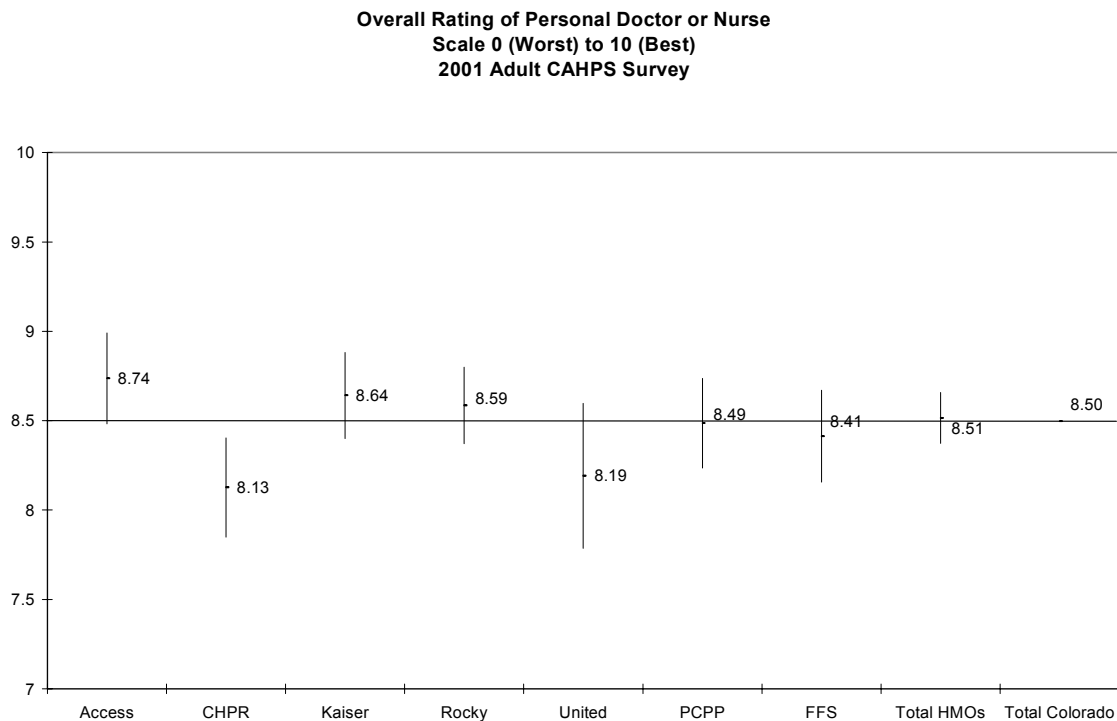


## Adult Overall Rating of Personal Doctor or Nurse

Question 6. *Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?*

Clients reported strong satisfaction in rating their personal doctor or nurse. The Colorado Medicaid average is 8.50 on this measure. The only plan with a significantly different result is CHPR. While below average, CHPR clients still rated their personal doctor or nurse a strong 8.13.

Overall Rating of Personal Doctor or Nurse Scale 0 (Worst) to 10 (Best) 2001 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	265	8.74	8.48	8.99	82%	1	**
CHPR	238	8.13	7.85	8.40	67%	7	*
Kaiser	298	8.64	8.40	8.88	80%	2	**
Rocky	405	8.59	8.37	8.80	79%	3	**
United	99	8.19	7.79	8.60	72%	6	**
PCPP	286	8.49	8.24	8.74	77%	4	**
FFS	269	8.41	8.16	8.67	77%	5	**
Total HMOs	1305	8.51	8.37	8.66	77%		**
Total Colorado	1860	8.50	8.37	8.62	77%		
2000 National Medicaid Rate					61%		



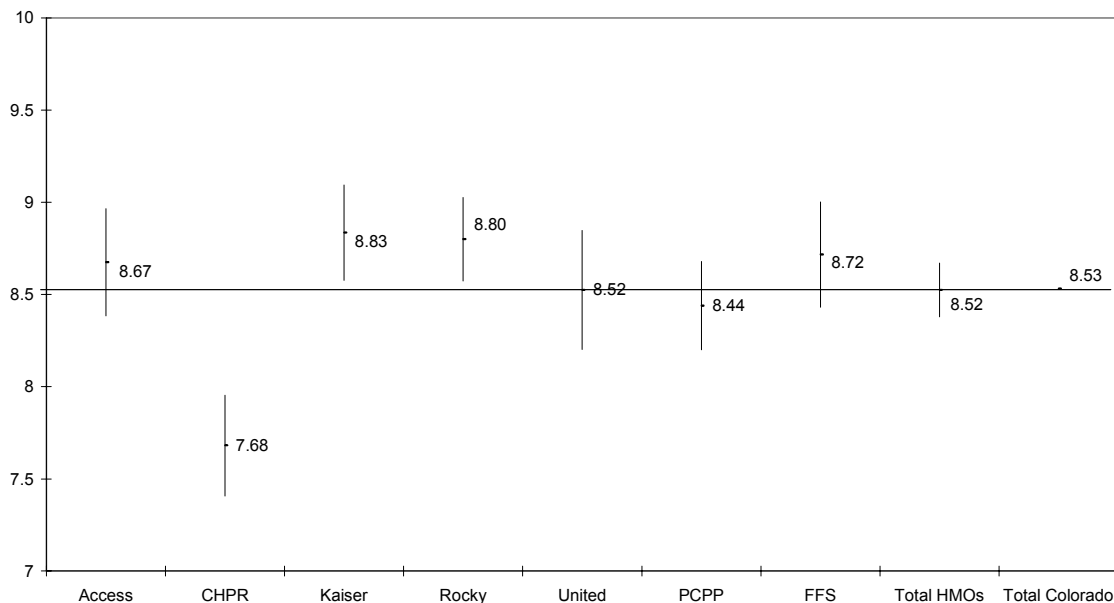
## Child Overall Rating of Personal Doctor or Nurse

Question 7. Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?

A similar pattern emerges for the child survey as for the adult; a Colorado Medicaid average of 8.53 and CHPR again falls below average at 7.68 while Kaiser and Rocky are above average at 8.83 and 8.80, respectively. Slightly more variation emerges in the child survey rating of overall personal doctor or nurse.

Overall Rating of Personal Doctor or Nurse Scale 0 (Worst) to 10 (Best) 2001 Child CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	178	8.67	8.38	8.96	81%	4	**
CHPR	213	7.68	7.41	7.95	60%	7	*
Kaiser	224	8.83	8.58	9.09	85%	1	***
Rocky	304	8.80	8.57	9.03	82%	2	***
United	141	8.52	8.20	8.85	80%	5	**
PCPP	289	8.44	8.20	8.68	75%	6	**
FFS	180	8.72	8.43	9.00	82%	3	**
Total HMOs	1060	8.52	8.38	8.67	78%		**
Total Colorado	1529	8.53	8.40	8.66	78%		

Overall Rating of Personal Doctor or Nurse  
Scale 0 (Worst) to 10 (Best)  
2001 Child CAHPS Survey

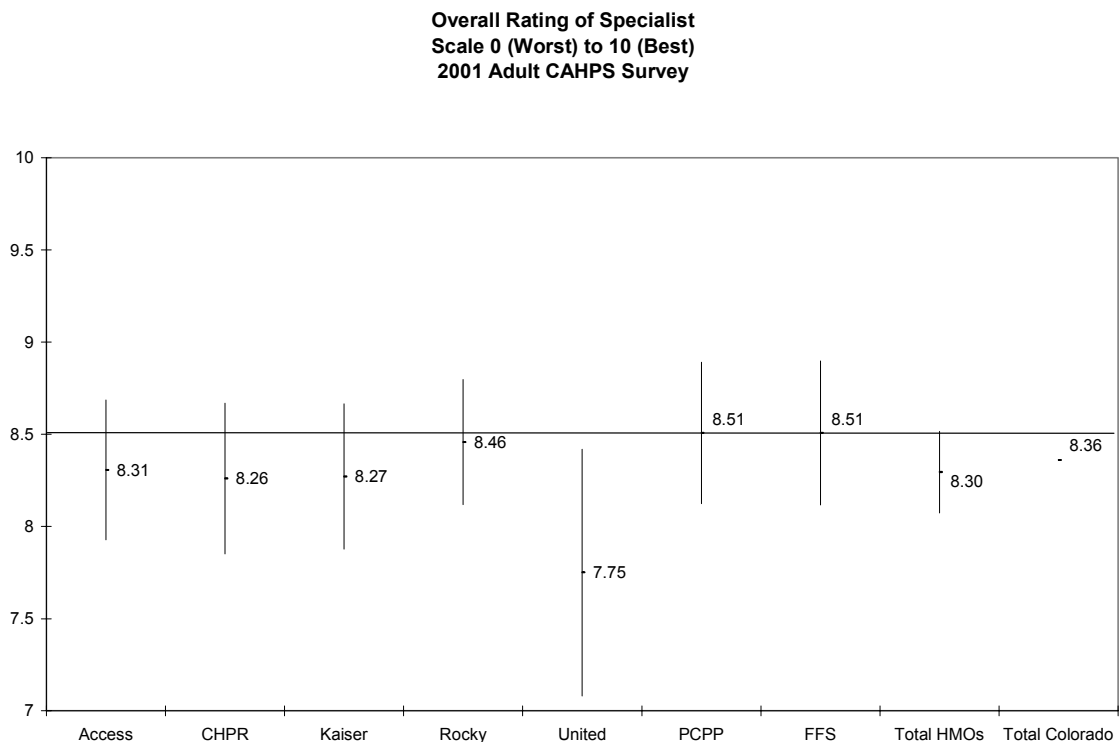


## Adult Overall Rating of Specialist Most Often Seen

Question 10. *Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?*

Half or more of adult respondents for nearly every plan reported having seen a specialist and provided an overall rating for the specialist most often seen. Respondents again reported strong satisfaction with specialists with an overall rating of 8.36. The health plans are clustered around the Medicaid average, except for United with a below average score of 7.75.

Overall Rating of Specialists Scale 0 (Worst) to 10 (Best) 2001 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	147	8.31	7.93	8.69	59%	4	**
CHPR	127	8.26	7.85	8.67	58%	6	**
Kaiser	133	8.27	7.88	8.66	56%	5	**
Rocky	186	8.46	8.12	8.80	59%	3	**
United	44	7.75	7.08	8.42	52%	7	**
PCPP	142	8.51	8.12	8.89	63%	2	**
FFS	134	8.51	8.12	8.90	63%	1	**
Total HMOs	637	8.30	8.07	8.52	58%		**
Total Colorado	913	8.36	8.16	8.56	59%		
2000 National Medicaid Rate					59%		

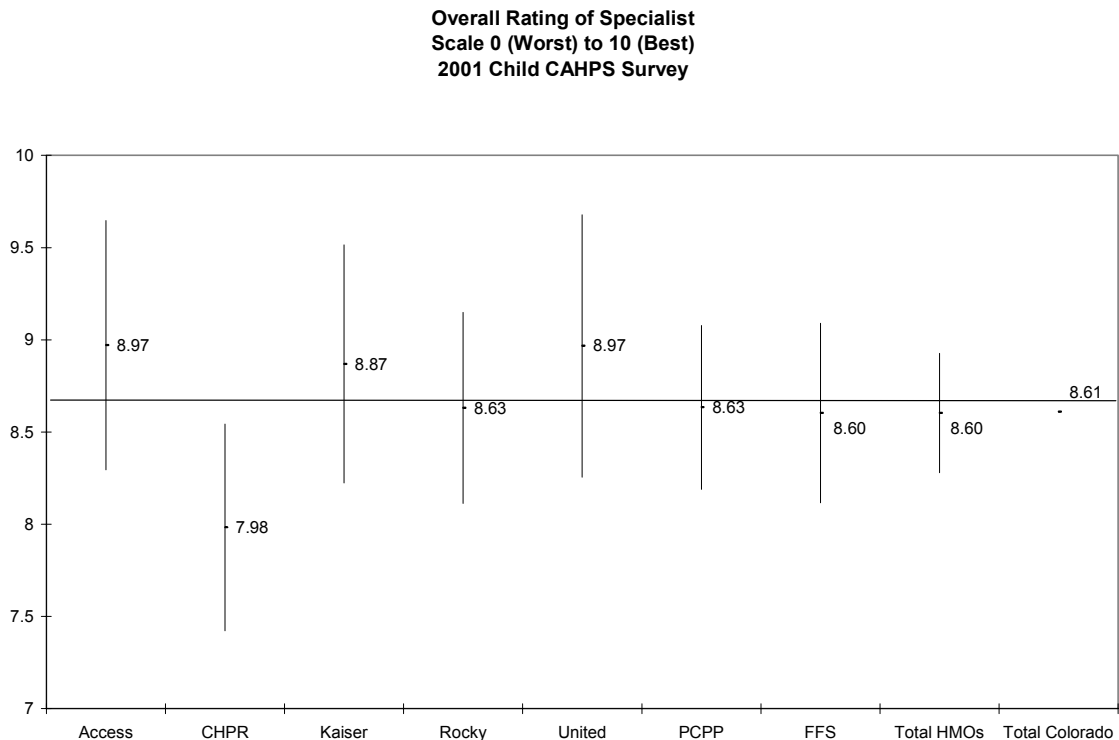


## Child Overall Rating of Specialist Most Often Seen

Question 11. *Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?*

As would be expected, fewer children visited specialists than did adults, roughly 12–33% of the total respondents. Respondents' ratings of specialists were on par with ratings of personal doctors or nurses. Access and United both averaged 8.97. CHPR, reporting 7.98, was below the Colorado Medicaid average of 8.61.

Overall Rating of Specialists Scale 0 (Worst) to 10 (Best) 2001 Child CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	34	8.97	8.29	9.65	71%	1	**
CHPR	57	7.98	7.42	8.54	58%	7	*
Kaiser	38	8.87	8.22	9.51	71%	3	**
Rocky	65	8.63	8.11	9.15	68%	5	**
United	30	8.97	8.26	9.68	63%	2	**
PCPP	90	8.63	8.19	9.08	64%	4	**
FFS	73	8.60	8.12	9.09	62%	6	**
Total HMOs	224	8.60	8.28	8.93	66%		**
Total Colorado	387	8.61	8.33	8.88	65%		



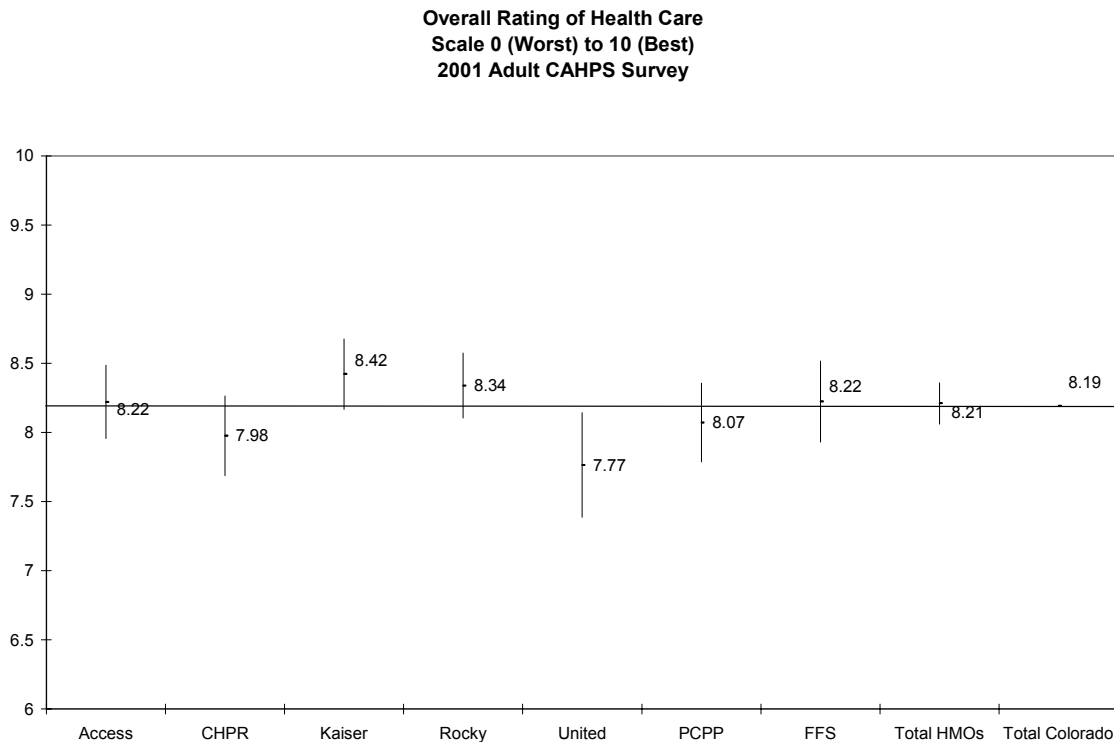


## Adult Overall Rating of Health Care

Question 32. *Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?*

The Medicaid average overall rating of health care is 8.19, lower than ratings of doctors and specialists, but still a very high satisfaction rating. Kaiser respondents were most satisfied (8.42) while United respondents were the least satisfied (7.77).

Overall Rating of Health Care Scale 0 (Worst) to 10 (Best) 2001 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	285	8.22	7.96	8.49	54%	4	**
CHPR	245	7.98	7.69	8.26	50%	6	**
Kaiser	310	8.42	8.17	8.68	61%	1	**
Rocky	375	8.34	8.10	8.57	56%	2	**
United	132	7.77	7.39	8.14	46%	7	*
PCPP	251	8.07	7.79	8.36	56%	5	**
FFS	228	8.22	7.93	8.52	55%	3	**
Total HMOs	1347	8.21	8.06	8.36	55%		**
Total Colorado	1826	8.19	8.05	8.33	55%		
2000 National Medicaid Rate					53%		

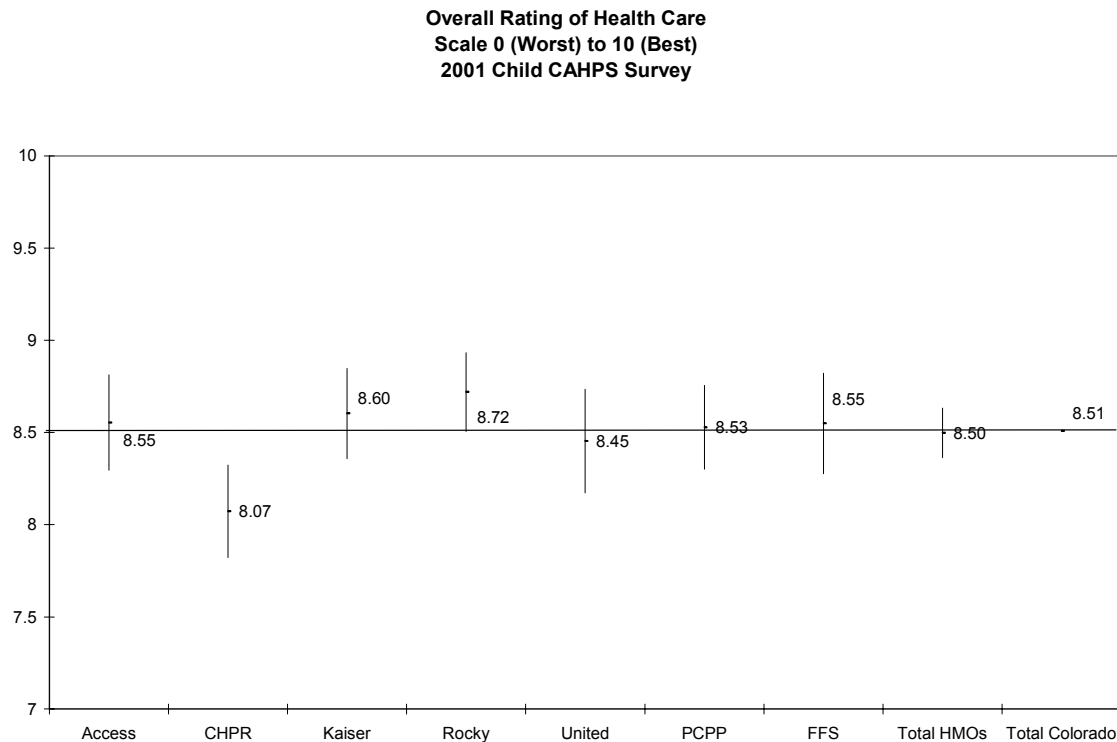


## Child Overall Rating of Health Care

Question 36. *Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?*

Satisfaction with children's health care was much higher (8.51 average) than for adults. Plan averages cluster relatively closely around the Colorado Medicaid average with the exception of CHPR.

Overall Rating of Health Care Scale 0 (Worst) to 10 (Best) 2001 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	197	8.55	8.29	8.81	3	**
CHPR	221	8.07	7.82	8.32	7	*
Kaiser	232	8.60	8.36	8.85	2	**
Rocky	299	8.72	8.51	8.93	1	**
United	170	8.45	8.17	8.73	6	**
PCPP	273	8.53	8.30	8.75	5	**
FFS	173	8.55	8.28	8.82	4	**
Total HMOs	1119	8.50	8.36	8.63		**
Total Colorado	1565	8.51	8.39	8.63		

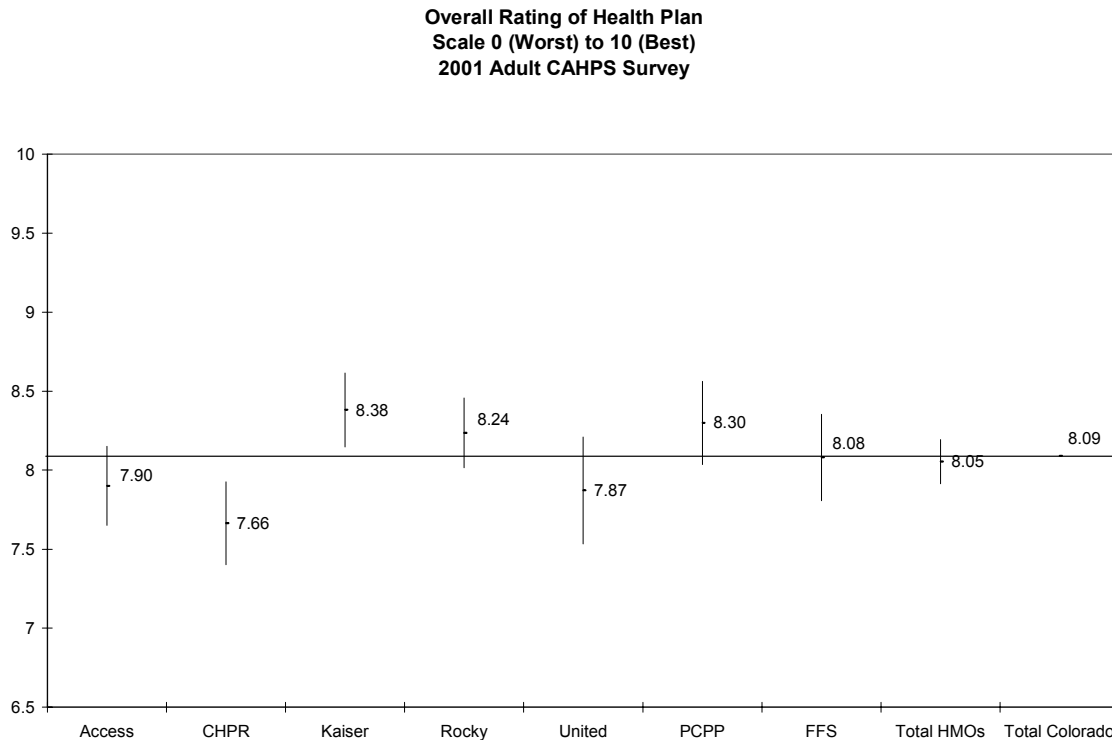


## Adult Overall Rating of Health Plan

Question 50. *Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?*

Health plans earned the lowest of the overall satisfaction averages, 8.09. Kaiser (8.38), Rocky (8.30), and PCPP (8.24) rated their plan substantially higher than the average while CHPR respondents rated their plan significantly lower than average. Again, while these are the lowest of the overall ratings, satisfaction for all plans is quite high.

Overall Rating of Health Plan Scale 0 (Worst) to 10 (Best) 2001 Adult CAHPS Survey							
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	% Receiving 9 or 10	Rank	Statistical Differences
Access	373	7.90	7.65	8.15	51%	5	**
CHPR	337	7.66	7.40	7.93	49%	7	*
Kaiser	412	8.38	8.15	8.62	60%	1	***
Rocky	484	8.24	8.01	8.46	58%	3	**
United	188	7.87	7.53	8.21	49%	6	**
PCPP	321	8.30	8.04	8.56	59%	2	**
FFS	297	8.08	7.81	8.35	54%	4	**
Total HMOs	1794	8.05	7.91	8.19	54%		**
Total Colorado	2412	8.09	7.96	8.22	55%		
2000 National Medicaid Rate					50%		

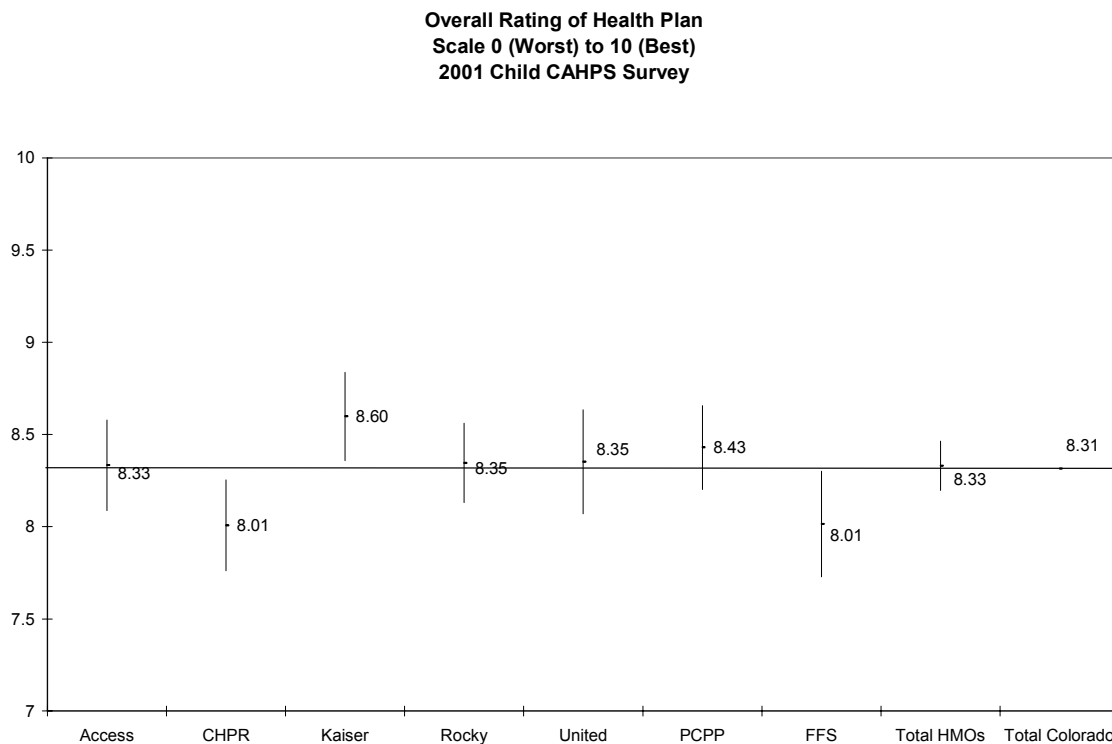


## Child Overall Rating of Health Plan

Question 60. *Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?*

As with the adult survey, respondents to the child survey reported less satisfaction with the health plan than with the other overall ratings. Respondents to the child survey were, however, more satisfied with the plans (Colorado Medicaid average, 8.31) than were adults (8.09). CHPR (8.01) and FFS (8.01) were below the average. Kaiser (8.60) was significantly above average.

Overall Rating of Health Plan Scale 0 (Worst) to 10 (Best) 2001 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	288	8.33	8.09	8.58	5	**
CHPR	287	8.01	7.76	8.25	7	*
Kaiser	301	8.60	8.36	8.84	1	***
Rocky	382	8.35	8.13	8.56	4	**
United	216	8.35	8.07	8.63	3	**
PCPP	342	8.43	8.20	8.66	2	**
FFS	208	8.01	7.73	8.30	6	*
Total HMOs	1474	8.33	8.20	8.46		**
Total Colorado	2024	8.31	8.19	8.44		

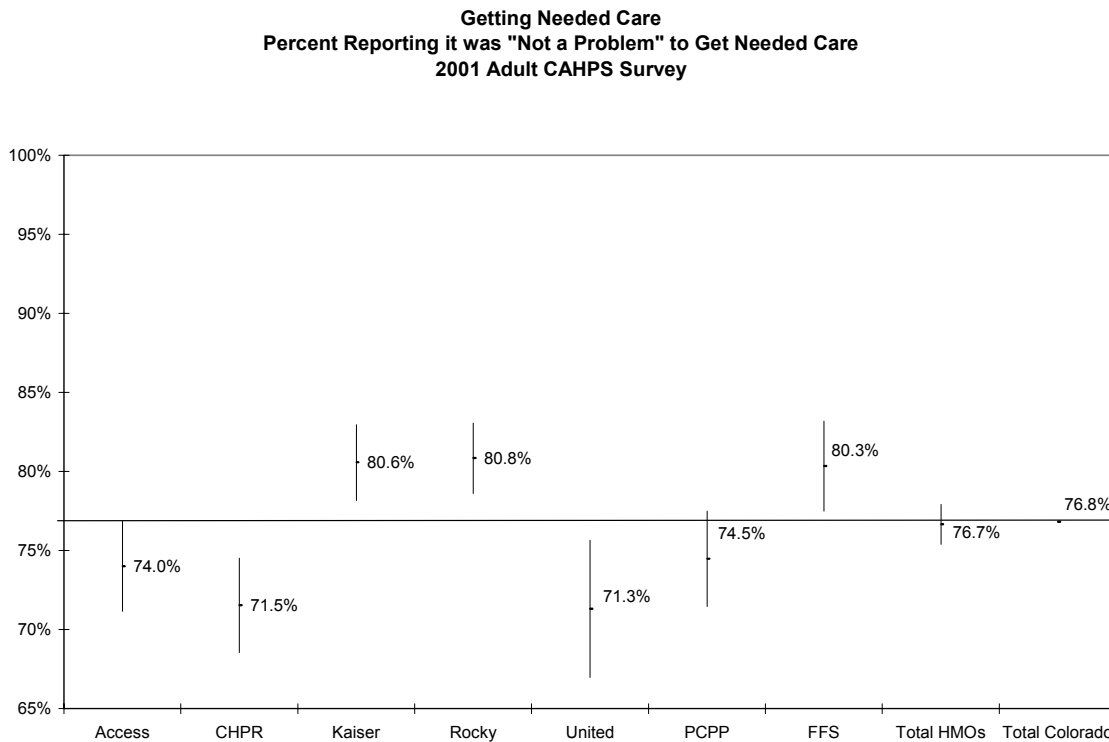


## Adult Getting Care Needed

Getting needed care is a composite of questions regarding the ease of finding a doctor or nurse, obtaining a referral to a specialist, getting the care the respondent or a doctor believed necessary, and delays in health care while waiting for an approval.

On average 76.8% of all respondents to the adult survey stated that it was “not a problem” to obtain needed care. Three health plans were above average, Rocky, Kaiser, and FFS and two health plans, CHPR and United, were slightly below average. Almost all individual health plans ranged above the total National Medicaid average of 72%.

Getting Needed Care Percent Reporting it was "Not a Problem" to Get Needed Care 2001 Adult CAHPS Survey						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	877	74.0%	71.2%	76.8%	5	**
CHPR	843	71.5%	68.5%	74.5%	6	*
Kaiser	993	80.6%	78.2%	83.0%	2	***
Rocky	1159	80.8%	78.6%	83.1%	1	***
United	394	71.3%	67.0%	75.7%	7	*
PCPP	772	74.5%	71.5%	77.5%	4	**
FFS	712	80.3%	77.5%	83.2%	3	***
Total HMOs	4266	76.7%	75.4%	77.9%		**
Total Colorado	5750	76.8%	75.7%	77.9%		
2000 National Medicaid Average		72.0%				



## Child Getting Needed Care

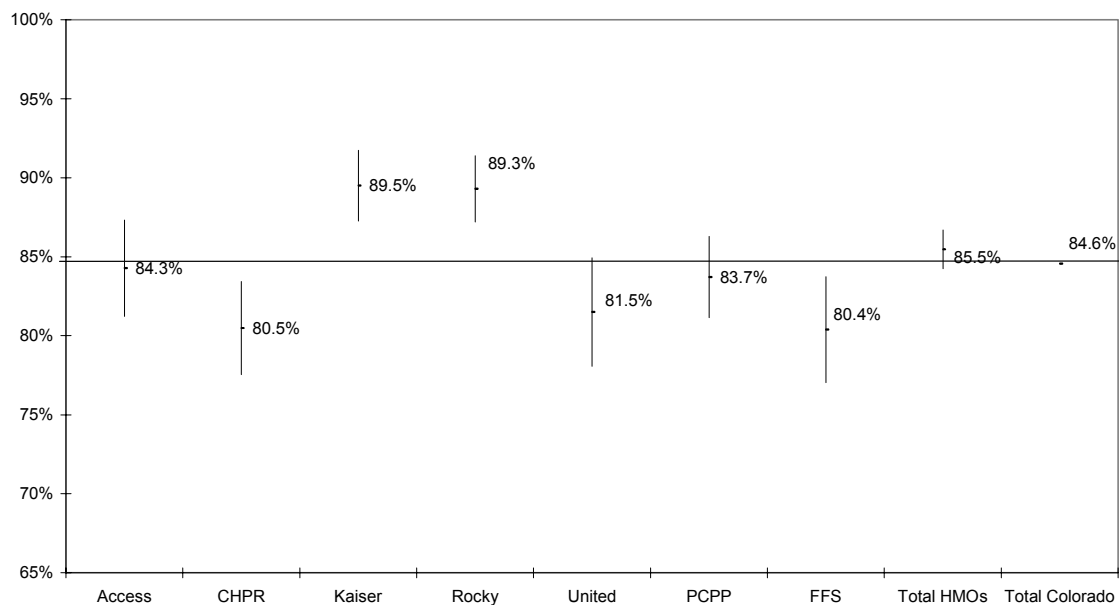
Getting needed care for the respondent's child is a composite of questions regarding the ease of finding a doctor or nurse, obtaining a referral to a specialist, getting the care the respondent or a doctor believed necessary, and delays in health care while waiting for an approval.

84.6% of respondents to the child survey stated that it was "not a problem" to obtain needed care for their children, a much higher percentage than adults reporting it was "not a problem for them to receive needed care." Kaiser and Rocky had significantly higher percentages, 89.5% and 89.3% respectively. FFS and CHPR were statistically below the total Colorado Medicaid adult percentage.

**Getting Needed Care**  
**Percent Reporting it was "Not a Problem" to Get Needed Care**  
**2001 Child CAHPS Survey**

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	515	84.3%	81.2%	87.3%	3	**
CHPR	661	80.5%	77.5%	83.4%	6	*
Kaiser	676	89.5%	87.3%	91.7%	1	***
Rocky	785	89.3%	87.2%	91.4%	2	***
United	465	81.5%	78.1%	84.9%	5	**
PCPP	755	83.7%	81.1%	86.3%	4	**
FFS	510	80.4%	77.0%	83.7%	7	*
Total HMOs	3102	85.5%	84.2%	86.7%		**
Total Colorado	4367	84.6%	83.5%	85.6%		

**Getting Needed Care**  
**Percent Reporting it was "Not a Problem" to Get Needed Care**  
**2001 Child CAHPS Survey**



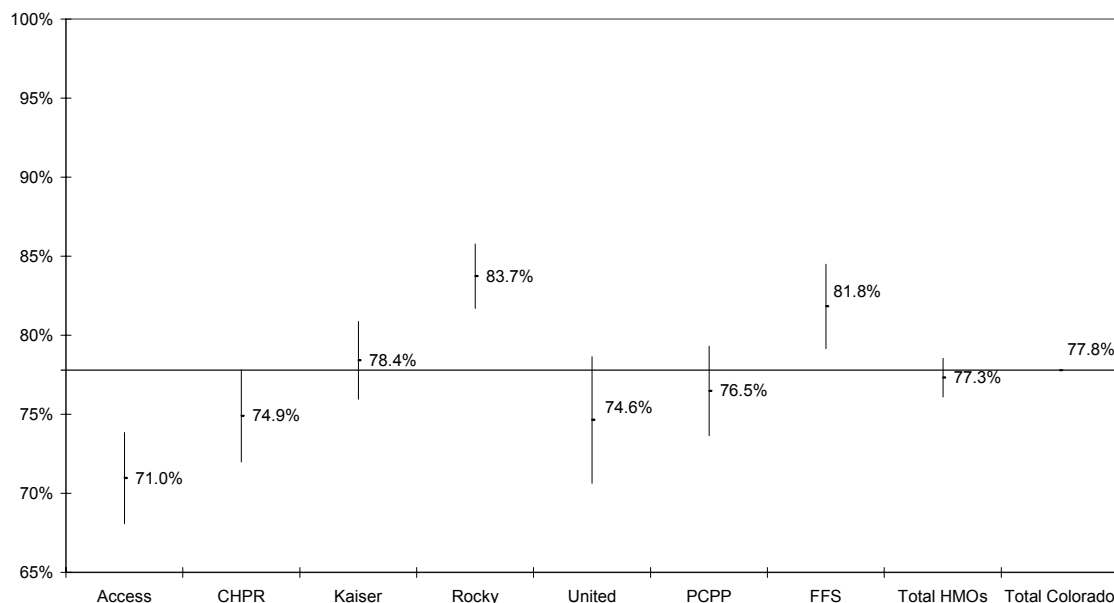
## Adult Getting Care Quickly

Getting care quickly is a composite of questions regarding receiving help or advice over the telephone, obtaining routine appointments, obtaining care for an illness or injury, and waiting time in an office or clinic.

77.8% of all respondents reported they could “usually” or “always” get care quickly, slightly above the National Medicaid average of 76.0%. The health plans’ percentages were relatively widely distributed with two plans scoring above average and one plan scoring below average. The percentages ranged from a low of 71.0% for Access to a high of 83.7% for Rocky.

Getting Care Quickly Percent Indicating They Could "Usually" or "Always" Get Care Quickly 2001 Adult CAHPS Survey						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	923	71.0%	68.1%	73.8%	7	*
CHPR	813	74.9%	72.0%	77.8%	5	**
Kaiser	1033	78.4%	76.0%	80.9%	3	**
Rocky	1224	83.7%	81.7%	85.8%	1	***
United	426	74.6%	70.6%	78.7%	6	**
PCPP	825	76.5%	73.7%	79.3%	4	**
FFS	765	81.8%	79.2%	84.5%	2	***
Total HMOs	4419	77.3%	76.1%	78.5%		**
Total Colorado	6009	77.8%	76.7%	78.8%		
2000 National Medicaid Average		76.0%				

Getting Care Quickly  
Percent Indicating They Could "Usually" or "Always" Get Care Quickly  
2001 Adult CAHPS Survey



## Child Getting Care Quickly

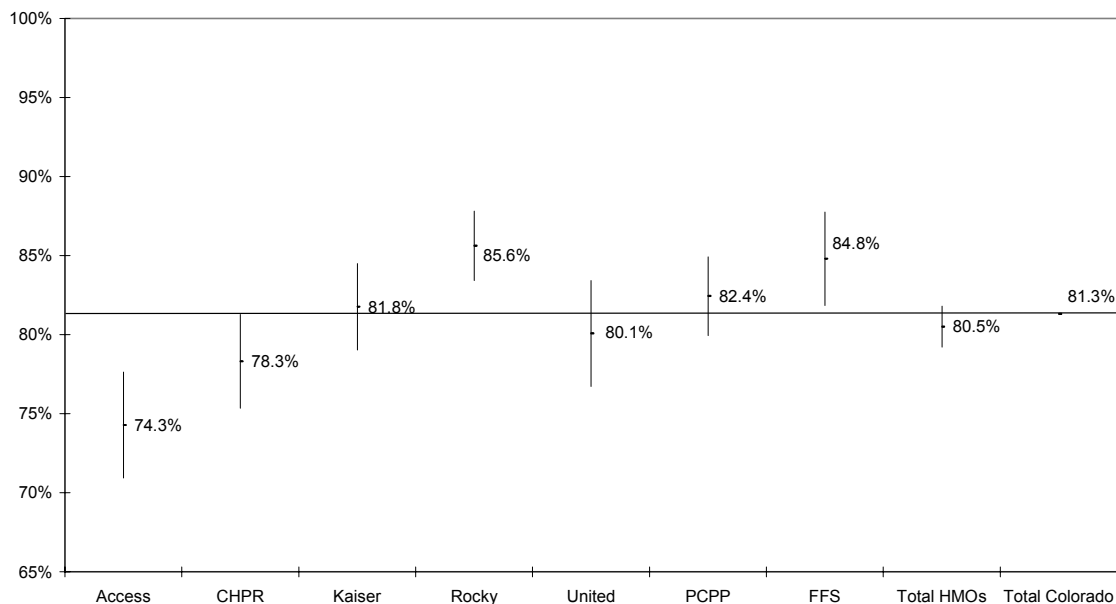
Getting care quickly is a composite of questions regarding receiving help or advice over the telephone, obtaining routine appointments, obtaining care for an illness or injury, and waiting time in an office or clinic.

Approximately 81% of all respondents reported they could “usually” or “always” get care quickly for their child. As with the adult survey, there was a distribution of scores ranging between 74.3% and 85.6%. The Rocky and FFS were significantly above average while Access and CHPR were below average.

**Getting Care Quickly**  
**Percent Indicating They Could "Usually" or "Always" Get Care Quickly**  
**2001 Child CAHPS Survey**

Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	626	74.3%	70.9%	77.6%	7	*
CHPR	710	78.3%	75.3%	81.3%	6	*
Kaiser	724	81.8%	79.0%	84.5%	4	**
Rocky	932	85.6%	83.4%	87.8%	1	***
United	517	80.1%	76.7%	83.4%	5	**
PCPP	860	82.4%	80.0%	84.9%	3	**
FFS	533	84.8%	81.8%	87.8%	2	***
Total HMOs	3509	80.5%	79.2%	81.8%		**
Total Colorado	4902	81.3%	80.2%	82.4%		

**Getting Care Quickly**  
**Percent Indicating They Could "Usually" or "Always" Get Care Quickly**  
**2001 Child CAHPS Survey**





## Getting Care Quickly: Days to Regular or Routine Appointment

How many days did you (or your child) usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

Between 50% and 79% of respondents to the adult survey reported being able to see a provider within seven days or less from making an appointment. Rocky had the highest percentage with 79% while Access and Kaiser had the lowest percentages with 50% and 58%, respectively.

Percentages of respondents to the child survey for each health plan reported being able to see a provider within seven days or less of making an appointment were generally higher than for adults. Again, Rocky had the highest percentage at 87%, while FFS and Access had the lowest percentages with 65% and 69%. Two plans, United and FFS, reported lower rates for children than adults.

Getting Care Quickly								
Number of days between making an appointment for regular or routine care and actually seeing a provider								
2001 Adult and Child CAHPS Surveys								
Percent of adult sample waiting the following amounts of time:								
	7 Days or Less	Same Day	1	2 to 3	4 to 7	8 to 14	15 to 30	31+
Access	50%	10%	10%	18%	12%	22%	16%	13%
CHPR	77%	12%	12%	30%	22%	7%	11%	6%
Kaiser	58%	13%	11%	15%	20%	17%	18%	6%
Rocky	79%	17%	13%	27%	22%	11%	8%	3%
United	77%	17%	12%	28%	20%	12%	7%	5%
PCPP	68%	14%	9%	24%	21%	15%	12%	4%
FFS	67%	11%	8%	27%	20%	15%	13%	6%
Total HMOs	67%	14%	12%	23%	19%	14%	12%	7%
Total Colorado	67%	13%	11%	24%	19%	14%	12%	6%
Percent of child sample waiting the following amounts of time:								
	7 Days or Less	Same Day	1	2 to 3	4 to 7	8 to 14	15 to 30	31+
Access	69%	25%	15%	17%	12%	14%	13%	4%
CHPR	80%	24%	17%	21%	18%	12%	5%	4%
Kaiser	72%	23%	16%	18%	16%	14%	11%	3%
Rocky	87%	32%	18%	23%	14%	6%	5%	3%
United	72%	25%	12%	19%	16%	9%	12%	7%
PCPP	77%	0%	26%	32%	19%	12%	8%	3%
FFS	65%	17%	9%	23%	16%	14%	12%	9%
Total HMOs	77%	26%	16%	20%	15%	11%	9%	4%
Total Colorado	76%	22%	16%	22%	16%	11%	9%	4%

## Getting Care Quickly: Days to Appointment for an Injury or Illness

How long did you (or your child) usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

Half or fewer of respondents to the adult survey reported being able to see a provider the same day or the day following trying to get care for an injury or illness. Rocky topped the percentages of adults seen the same day with 50%. CHPR and FFS had the lowest percentage of same day appointments, each with 41%.

Higher percentages of respondents to the child survey reported being able to see a provider the same day trying to get care for an injury or illness, 70% overall. FFS had the highest percentage being able to obtain same-day appointments, with 78%, while CHPR again had the lowest percentage with 56%.

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**Getting Care Quickly**  
**Length of wait between seeking care for**  
**an injury or illness and actually seeing a provider**  
**2001 Adult and Child CAHPS Surveys**

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**Percent of adult sample waiting the following amounts of time:**

	Same Day	1 Day	2 Days	3 Days	4 to 7 Days	8 to 14 Days	15+ Days
Access	43%	11%	8%	9%	13%	7%	9%
CHPR	41%	14%	11%	8%	11%	3%	12%
Kaiser	47%	17%	10%	5%	10%	5%	6%
Rocky	50%	12%	16%	6%	9%	5%	4%
United	35%	20%	10%	8%	17%	7%	3%
PCPP	38%	17%	11%	5%	17%	4%	9%
FFS	41%	21%	7%	8%	12%	3%	7%
Total HMOs	45%	14%	11%	7%	11%	5%	7%
Total Colorado	43%	15%	11%	7%	12%	5%	7%

**Percent of child sample waiting the following amounts of time:**

	Same Day	1 Day	2 Days	3 Days	4 to 7 Days	8 to 14 Days	15+ Days
Access	75%	11%	6%	2%	2%	2%	2%
CHPR	56%	28%	7%	2%	4%	2%	1%
Kaiser	68%	21%	3%	2%	5%	1%	0%
Rocky	71%	17%	4%	1%	6%	1%	1%
United	72%	16%	3%	0%	7%	1%	1%
PCPP	72%	16%	5%	4%	1%	1%	1%
FFS	78%	8%	7%	2%	2%	2%	1%
Total HMOs	68%	19%	5%	2%	5%	1%	1%
Total Colorado	70%	17%	5%	2%	4%	1%	1%

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## Adult Doctor Communication

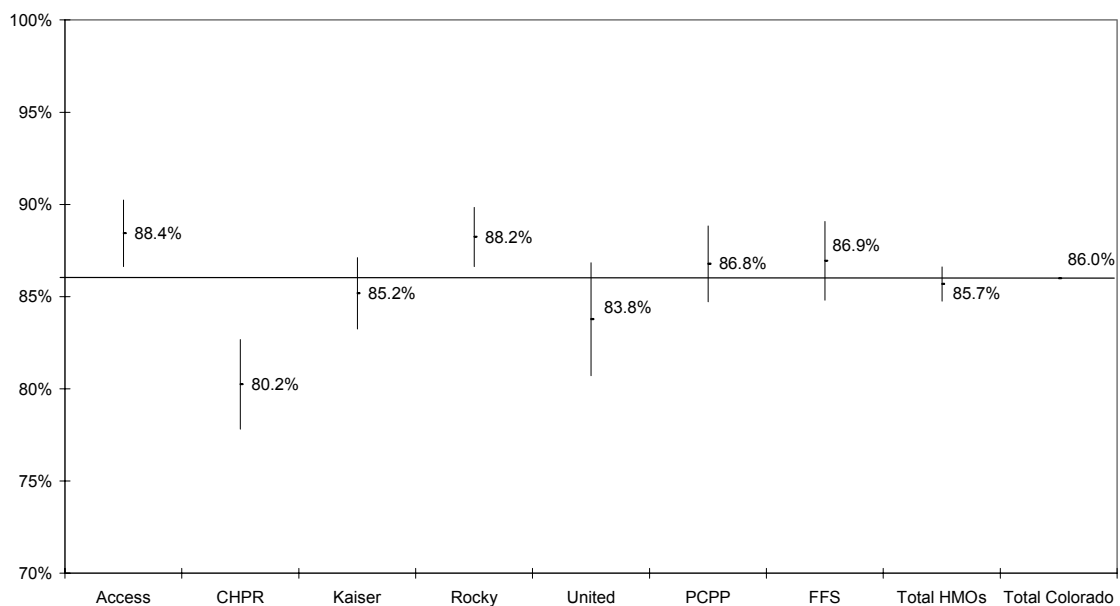
How well doctors communicate is composed of questions regarding how well providers listen and explain things, whether they show respect for clients' input, and whether they spend enough time with clients.

Generally higher percentages of respondents gave a positive response to the doctor communication measure than they did for the getting needed care and getting care quickly measures. 86% of all Colorado Medicaid respondents stated their doctor "usually" or "always" communicated well with them, slightly above the National Medicaid average of 85%. While Access and Rocky were significantly above average, reporting 88.4% and 88.2% respectively, CHPR had a significantly lower, but still respectable, score of 80.2%.

**Doctor Communication**  
**Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them**  
**2001 Adult CAHPS Survey**

Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	1158	88.4%	86.6%	90.2%	1	***
CHPR	992	80.2%	77.8%	82.7%	7	*
Kaiser	1242	85.2%	83.2%	87.1%	5	**
Rocky	1496	88.2%	86.6%	89.8%	2	***
United	524	83.8%	80.7%	86.8%	6	**
PCPP	998	86.8%	84.7%	88.8%	4	**
FFS	911	86.9%	84.8%	89.1%	3	**
Total HMOs	5412	85.7%	84.8%	86.6%		**
Total Colorado	7321	86.0%	85.2%	86.8%		
2000 National Medicaid Average		85.0%				

**Doctor Communication**  
**Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them**  
**2001 Adult CAHPS Survey**

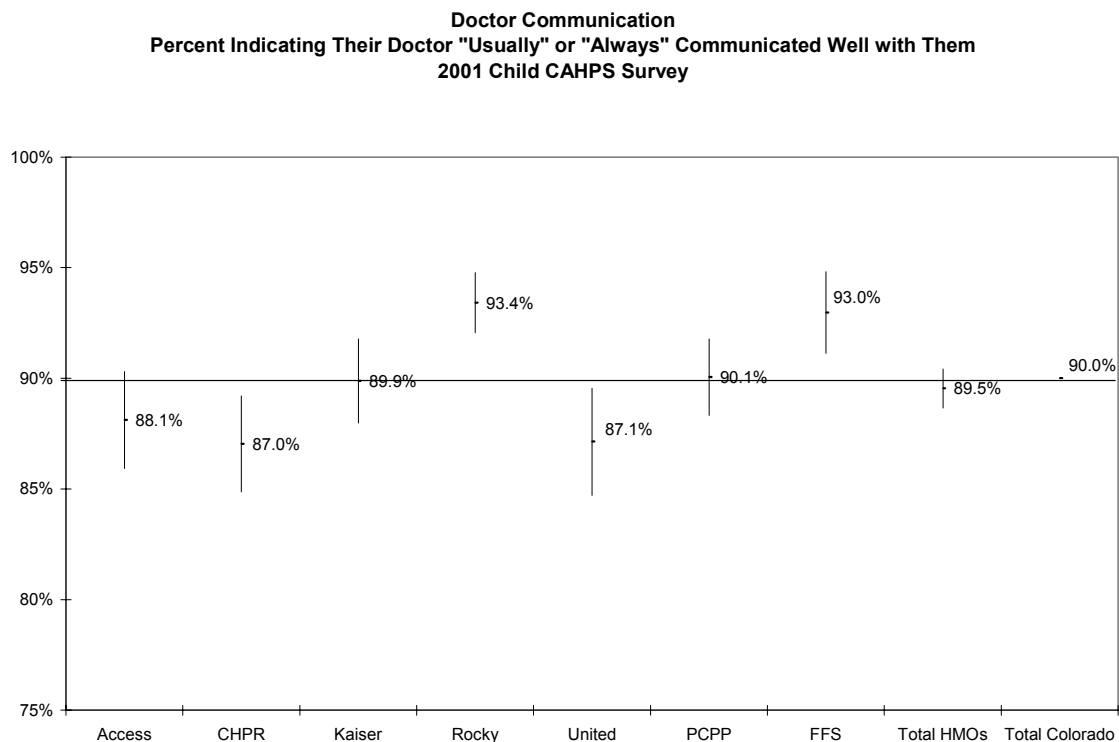


## Child Doctor Communication

How well doctors communicate is composed of questions regarding how well providers listen to and explain things regarding the respondent's child, whether they show respect for respondent's input regarding their child, and whether they spend enough time with the respondent's child.

Rocky, PCPP and FFS all had over 90% of respondents state that the child's doctor or other health provider communicated well with them, slightly above the Colorado Medicaid average of 90.0%. CHPR and United each had scores significantly below the Colorado Medicaid average.

<b>Doctor Communication</b> <b>Percent Indicating Their Doctor "Usually" or "Always" Communicated Well with Them</b> <b>2001 Child CAHPS Survey</b>						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	791	88.1%	85.9%	90.3%	5	**
CHPR	872	87.0%	84.9%	89.2%	7	*
Kaiser	919	89.9%	88.0%	91.8%	4	**
Rocky	1201	93.4%	92.1%	94.8%	1	***
United	692	87.1%	84.7%	89.6%	6	*
PCPP	1086	90.1%	88.3%	91.8%	3	**
FFS	683	93.0%	91.1%	94.8%	2	***
Total HMOs	4475	89.5%	88.7%	90.4%		**
Total Colorado	6244	90.0%	89.3%	90.7%		

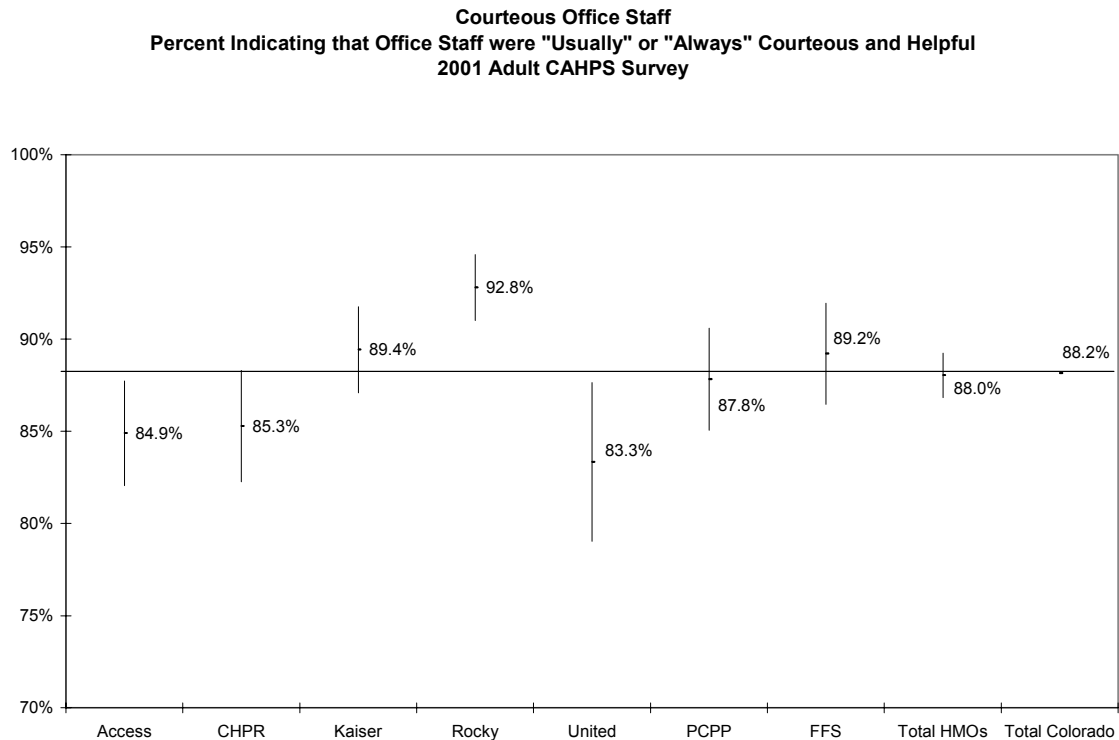


## Adult Courteous and Helpful Office Staff

Questions regarding whether office staff treated respondents with courtesy and respect and whether they were as helpful as respondents thought they should be made up the courteous and helpful office staff composite measure.

Across the board, adult respondents stated that office staff at doctor's offices and clinics were courteous and helpful. The total Colorado Medicaid percentage stating the office staff were "usually" or "always" helpful is 88.2%, nearly identical to the National average. Rocky obtained the highest rate at 92.8% while United and Access returned the lowest rates at 83.3 and 84.9%, respectively.

<b>Courteous Office Staff</b> <b>Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful</b> <b>2001 Adult CAHPS Survey</b>						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	576	84.9%	82.1%	87.7%	6	*
CHPR	496	85.3%	82.3%	88.3%	5	**
Kaiser	624	89.4%	87.1%	91.8%	2	**
Rocky	749	92.8%	91.0%	94.6%	1	***
United	264	83.3%	79.0%	87.6%	7	*
PCPP	501	87.8%	85.1%	90.6%	4	**
FFS	454	89.2%	86.5%	92.0%	3	**
Total HMOs	2709	88.0%	86.8%	89.2%		**
Total Colorado	3664	88.2%	87.1%	89.2%		
2000 National Medicaid Average		88.0%				

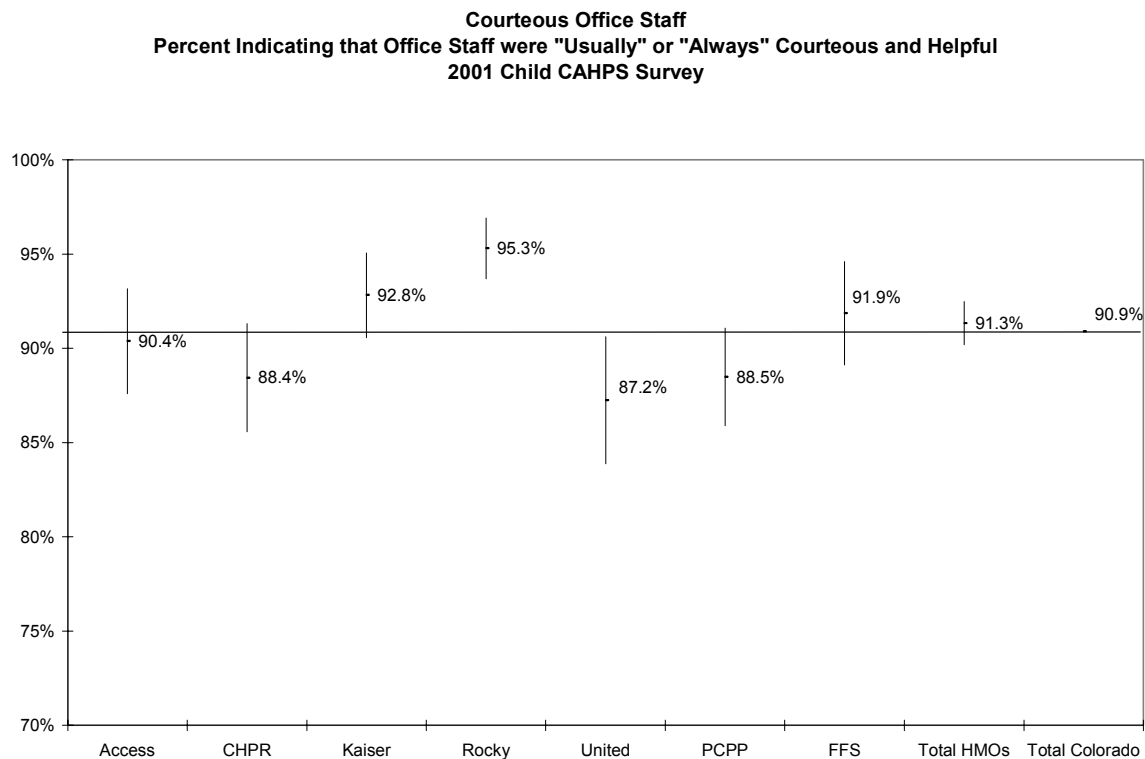


## Child Courteous and Helpful Office Staff

Questions regarding whether office staff at the respondent's child's doctor's office or clinic treated respondents with courtesy and respect and whether they were as helpful as respondents thought they should be made up the courteous and helpful office staff composite measure.

The total Colorado Medicaid percent of child survey respondents reporting that office staff were "usually" or "always" courteous and helpful was slightly above the total reported on the adult survey. Rocky had a significantly higher percentage than the total Colorado Medicaid rate of 90.9%. United was significantly below average.

<b>Courteous Office Staff</b> <b>Percent Indicating that Office Staff were "Usually" or "Always" Courteous and Helpful</b> <b>2001 Child CAHPS Survey</b>						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	395	90.4%	87.6%	93.2%	4	**
CHPR	441	88.4%	85.6%	91.3%	6	**
Kaiser	460	92.8%	90.6%	95.1%	2	**
Rocky	597	95.3%	93.7%	96.9%	1	***
United	345	87.2%	83.9%	90.6%	7	*
PCPP	547	88.5%	85.9%	91.1%	5	**
FFS	344	91.9%	89.1%	94.6%	3	**
Total HMOs	2238	91.3%	90.2%	92.5%		**
Total Colorado	3129	90.9%	89.9%	91.9%		

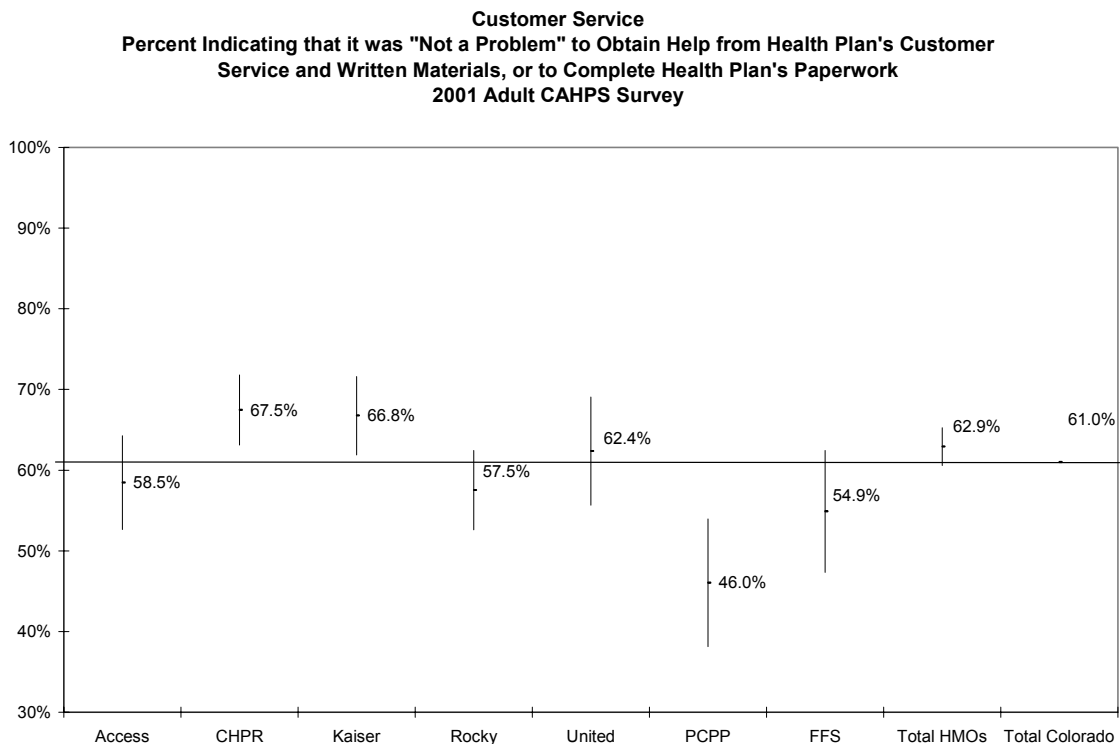


## Adult Customer Service

The customer service composite measure is made up of questions related with whether respondents can find and understand written materials, obtain help from customer service, and problems with health plan paperwork.

It is clearly evident that customer service is an area in which all health plans have ample room for improvement. Colorado Medicaid rated much lower than the National average of 87%. The percent of all respondents who stated that it was “not a problem” to interact with customer service was 61%. The rates ranged from the significantly lower PCPP at 46% to Kaiser’s high of 66.8%.

Customer Service Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork 2001 Adult CAHPS Survey						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	260	58.5%	52.7%	64.3%	4	**
CHPR	424	67.5%	63.1%	71.8%	1	***
Kaiser	340	66.8%	61.9%	71.6%	2	***
Rocky	365	57.5%	52.6%	62.5%	5	**
United	186	62.4%	55.7%	69.1%	3	**
PCPP	139	46.0%	38.1%	54.0%	7	*
FFS	153	54.9%	47.3%	62.5%	6	**
Total HMOs	1575	62.9%	60.6%	65.3%		**
Total Colorado	1867	61.0%	58.8%	63.2%		
2000 National Medicaid Average		87.0%				

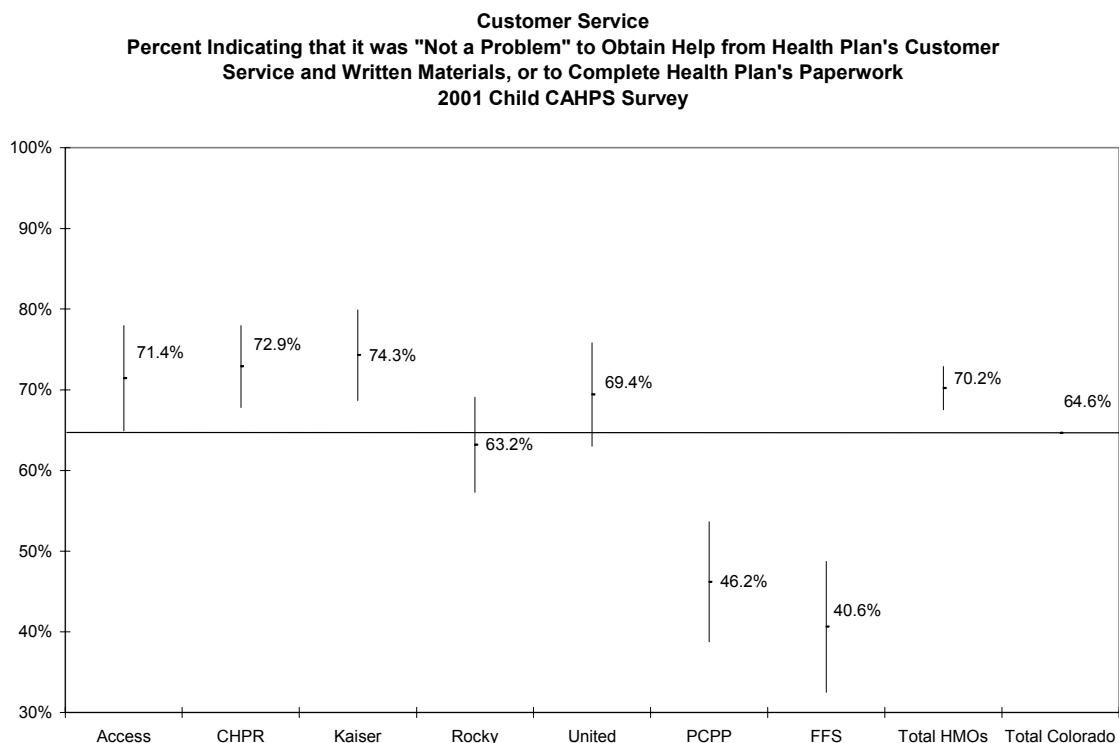


## Child Customer Service

The customer service composite measure is made up of questions related with whether respondents can find and understand written materials, obtain help from customer service, and problems with their child's health plan paperwork.

Over 64% of respondents to the child survey stated that it was "not a problem" to interact with their child's health plan's customer service. Generally, the rates are at or above those in the adult survey, except for FFS, which rated the measure for child customer service less than that for adult. Three plans, Kaiser, CHPR, and Access, were significantly above the Colorado Medicaid average while FFS and PCPP were well below average.

Customer Service Percent Indicating that it was "Not a Problem" to Obtain Help from Health Plan's Customer Service and Written Materials, or to Complete Health Plan's Paperwork 2001 Child CAHPS Survey						
Health Plan	Total Responses	Average	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	168	71.4%	64.9%	78.0%	3	***
CHPR	273	72.9%	67.8%	78.0%	2	***
Kaiser	214	74.3%	68.7%	79.9%	1	***
Rocky	239	63.2%	57.3%	69.1%	5	**
United	183	69.4%	63.0%	75.8%	4	**
PCPP	158	46.2%	38.7%	53.7%	6	*
FFS	128	40.6%	32.5%	48.7%	7	*
Total HMOs	1077	70.2%	67.5%	72.9%		***
Total Colorado	1363	64.6%	62.1%	67.1%		





## Customer Service: Time to Resolve Complaints

How long did it take for the health plan to resolve your complaint?

Less than one-half of all respondents to the adult survey reported their complaints were resolved in one week or less. CHPR had the highest percentage of people reporting resolution in one week or less (54%) while Rocky had the lowest percentage (26%).

Respondents to the child survey reported variable results. 58% of CHPR respondents reported resolution within one week or less. The PCPP reported the lowest percentage, 18%, much lower than the Colorado Medicaid average of 42%.

Customer Service Length of time to resolve complaint 2001 Adult and Child CAHPS Surveys							
Percent of adult sample waiting the following amounts of time:							
	1 week or less	Same Day	1 week	2 weeks	3 weeks	4+ weeks	Still waiting
Access	38%	19%	19%	8%	12%	8%	35%
CHPR	54%	29%	25%	3%	10%	12%	20%
Kaiser	50%	32%	18%	13%	3%	8%	26%
Rocky	26%	15%	11%	4%	2%	19%	49%
United	36%	16%	20%	8%	0%	0%	56%
PCPP	45%	36%	9%	0%	9%	9%	36%
FFS	28%	0%	28%	22%	6%	11%	33%
Total HMOs	42%	23%	19%	7%	6%	11%	35%
Total Colorado	41%	23%	19%	7%	6%	11%	35%

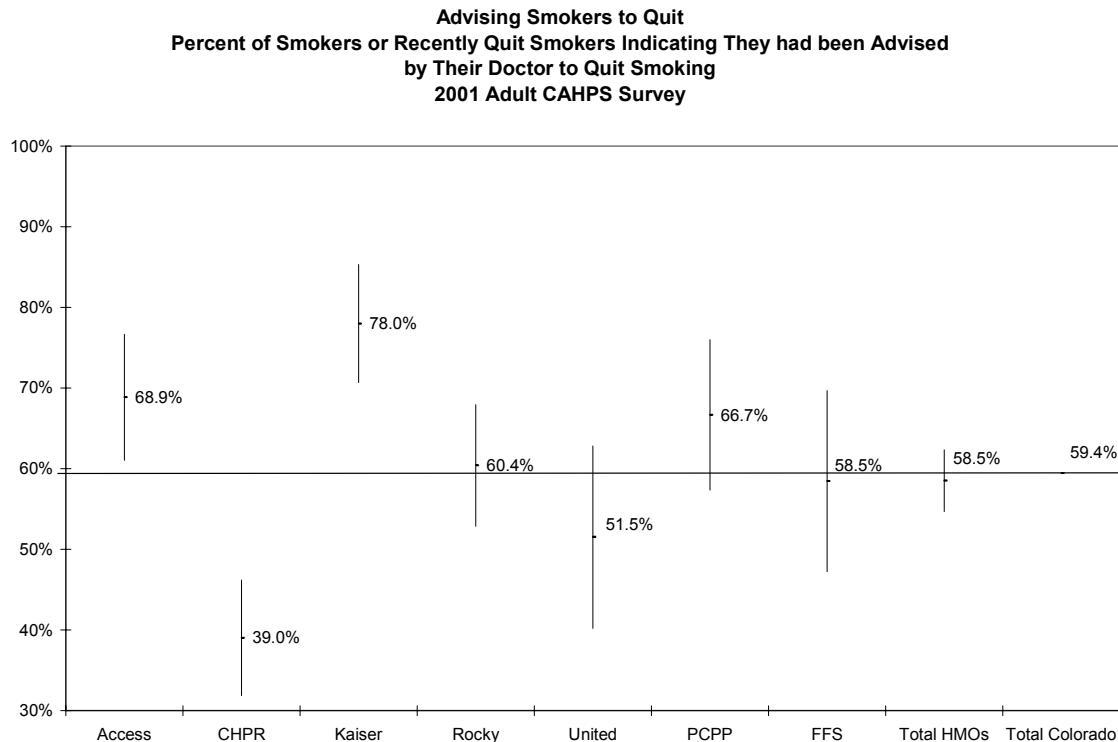
Percent of child sample waiting the following amounts of time:							
	1 week or less	Same Day	1 week	2 weeks	3 weeks	4+ weeks	Still waiting
Access	45%	9%	36%	9%	0%	9%	36%
CHPR	58%	45%	13%	6%	0%	10%	26%
Kaiser	38%	0%	38%	15%	8%	0%	38%
Rocky	44%	28%	17%	6%	0%	6%	44%
United	31%	23%	8%	8%	8%	8%	46%
PCPP	18%	9%	9%	18%	0%	27%	36%
FFS	37%	5%	32%	5%	5%	16%	37%
Total HMOs	47%	27%	20%	8%	2%	7%	36%
Total Colorado	42%	22%	21%	9%	3%	10%	36%

## Adult Advising Smokers to Quit

Respondents who smoke or those who had quit in the past six months were asked the following question: In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

This question is quite pertinent to this population due to the prevalence of smoking in Medicaid clients. For all Colorado Medicaid, 59.4% of smokers were advised to quit, similar to the National average of 61%. Kaiser and Access were the strongest health plans with 78% and 68.9% respectively. CHPR was the lowest at 39%, far below the Colorado Medicaid average.

<b>Advising Smokers to Quit</b> <b>Percent of Smokers or Recent Smokers Indicating They had been Advised</b> <b>by Their Doctor to Quit Smoking</b> <b>2001 Adult CAHPS Survey</b>						
Health Plan	Total Responses	Percent	Lower Bound	Upper Bound	Rank	Statistical Differences
Access	122	68.9%	61.0%	76.7%	2	***
CHPR	164	39.0%	31.9%	46.2%	7	*
Kaiser	109	78.0%	70.7%	85.3%	1	***
Rocky	149	60.4%	52.9%	67.9%	4	**
United	66	51.5%	40.2%	62.8%	6	**
PCPP	87	66.7%	57.3%	76.0%	3	**
FFS	65	58.5%	47.3%	69.7%	5	**
Total HMOs	610	58.5%	54.7%	62.4%		**
Total Colorado	762	59.4%	56.0%	62.9%		
2000 National Medicaid Average		61.0%				



## **Appendix 1: Components of Composite Measures**

### **Adult: Getting needed care**

- With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?
- How much of a problem, if any, was it to get a referral to a specialist that you needed to see?
- How much of a problem, if any, was it to get the care you or a doctor believed necessary?
- How much of a problem, if any, were delays in health care while you waited for approval from your health plan?

### **Child: Getting needed care**

- With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?
- How much of a problem, if any, was it to get a referral to a specialist that your child needed to see?
- How much of a problem, if any, was it to get the care for your child that you or a doctor believed necessary?
- How much of a problem, if any, were delays in your child's health care while you waited for approval by your child's health plan?

### **Adult: Getting Care Quickly**

- When you called during regular office hours, how often did you get the help or advice you needed?
- How often did you get an appointment for regular or routine health care as soon as you wanted?
- When you needed care right away for an illness or injury, how often did you get care as soon as you wanted?
- How often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?

### **Child: Getting Care Quickly**

- When you called during regular office hours, how often did you get the help or advice you needed for your child?
- How often did your child get an appointment for regular or routine health care as soon as you wanted?
- When your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?
- How often did your child wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person your child went to see?

**Adult: Doctor Communication**

- How often did doctors or other health providers listen carefully to you?
- How often did doctors or other health providers explain things in a way you could understand?
- How often did doctors or other health providers show respect for what you had to say?
- How often did doctors or other health providers spend enough time with you?

**Child: Doctor Communication**

- How often did your child's doctors or other health providers listen carefully to you?
- How often did your child's doctors or other health providers explain things in a way you could understand?
- How often did your child's doctors or other health providers show respect for what you had to say?
- How often did doctors or other health providers spend enough time with your child?

**Adult: Courteous and Helpful Office Staff**

- How often did office staff at a doctor's office or clinic treat you with courtesy and respect?
- How often were office staff at a doctor's office or clinic as helpful as you thought they should be?

**Child: Courteous and Helpful Office Staff**

- How often did office staff at a your child's doctor's office or clinic treat you with courtesy and respect?
- How often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?

**Adult: Customer Service**

- How much of a problem, if any, was it to find or understand information in the written materials?
- How much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?
- How much of a problem, if any, did you have with paperwork for your health plan?

**Child: Customer Service**

- How much of a problem, if any, was it to find or understand information in the written materials?
- How much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?
- How much of a problem, if any, did you have with paperwork for your child's health plan?